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**CONFIRMATION NO. 8796**  
**CORRECTED FILING RECEIPT**  
**\*OC000000015324091\***  
 \*OC000000015324091\*

Date Mailed: 03/02/2005

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**Assignment For Published Patent Application**

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**Domestic Priority data as claimed by applicant**

This application is a CIP of 10/602,804 06/24/2003  
 which is a CON of 09/442,207 11/16/1999 PAT 6,628,777

**Foreign Applications**

If Required, Foreign Filing License Granted: 03/18/2004

The country code and number of your priority application, to be used for filing abroad under the Paris Convention, is **US10/733,457**

Projected Publication Date: Not Applicable

Non-Publication Request: No

Early Publication Request: No

**\*\* SMALL ENTITY \*\***

**Title**

Managing the rate of delivering performance interventions in a contact center

**Preliminary Class**

379

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Title 37, Code of Federal Regulations, 5.11 & 5.15**

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